IT Initiative Supplement

April 27, 2010

I. Project Description

Project Title: PAB Records Access Management Project (RAMP)
Brief Description of the Project Title: Develop and implement a paperless document management system by imaging documents and storing them in an electronic file. The project includes infrastructure, software, licensing, support personnel, training, and customer support along with the needed scanners and personal computers. Scanning documents for active cases at OPA's is included in the scope.
Statewide Priority: 1
Agency Priority: 1
Estimated Completion Date: FY2011
IT Project Biennium: FY2010-11
Request Number:
Version:

Agency Number: 6901
Agency Name: Department of Public Health and Human Services
Program Number:
Program Name: Public Assistance Bureau

A. Type of Project (check all that apply)

	Enhancement
	Replacement
√	**New**
	O&M

B. Type of System (check all that apply)

	Mid-Tier
	Mainframe
	GIS
	Web
√	**Network**
√	**Desktop**

II. Narrative

C. Executive Summary

The Montana Department of Public Health and Human Services (DPHHS) will develop and implement a paperless document management system by imaging documents and storing them in an electronic file.

Project Purpose and Objectives:
Due to the anticipated increased accuracy of benefit determinations, increased timely delivery of benefits to eligible clients, increased time realized to train new staff, flexibility of workload delegation and cost avoidance of shipping hard copy case files, the Department will develop and implement an electronic file system as follows:

DPHHS Technology Services Division(TSD) & Human and Community Services Division (HCSD) will work together to transfer files from the current hard copy form to an electronic Records Management System.

Paper documents will be scanned directly into the Records Management System. Electronic documents will be electronically imported into the system. Indexes or search keys will be assigned to the images for retrieval purposes. A web interface will be used to view the images, which will be retrievable from a web browser or from within the database. Images will be available for viewing immediately after being committed to the Records Management System. Images will be sharable among people located in different physical locations within and outside of the state network.
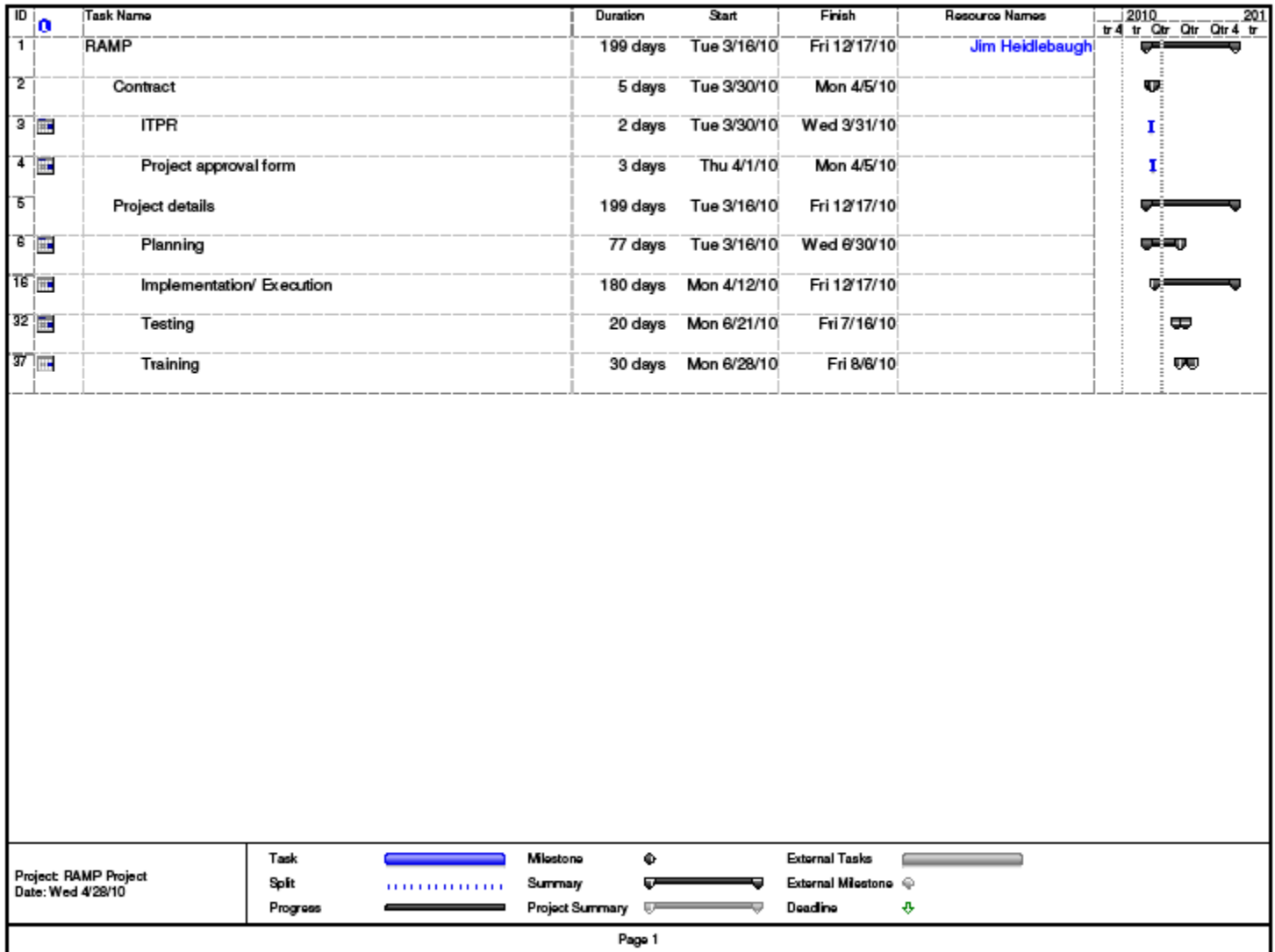
Technical Implementation Approach:
The Imaging environment includes the:

Infrastructure – The infrastructure includes the network, all system hardware (servers, storage, monitoring equipment, backup equipment), all supporting software (operating system, backup software, etc.) and updates, server management and monitoring tools and web environment.

Records Management System Software (server licensing, software and upgrades) – The software will be used to manage a specific set of documents, as part of a major automated system or as part of a more manual workflow process. Additionally, the software will incorporate security, which insures that only the appropriate audience has access to each document.

Site Scanners and dedicated PC- Most of the Public Assistance Bureau office will have at least one scanner and dedicated PC. The bigger offices will have two scanners/ PC's.

Project Schedule and Milestones:

ID		Task Name	Duration	Start	Finish	Resource Names	2010 tr 4 tr Qtr Qtr Qtr 4 tr	201
1		RAMP	199 days	Tue 3/16/10	Fri 12/17/10	Jim Heidlebaugh		
2		Contract	5 days	Tue 3/30/10	Mon 4/5/10			
3	▦	ITPR	2 days	Tue 3/30/10	Wed 3/31/10			
4	▦	Project approval form	3 days	Thu 4/1/10	Mon 4/5/10			
5		Project details	199 days	Tue 3/16/10	Fri 12/17/10			
6	▦	Planning	77 days	Tue 3/16/10	Wed 6/30/10			
16	▦	Implementation/ Execution	180 days	Mon 4/12/10	Fri 12/17/10			
32	▦	Testing	20 days	Mon 6/21/10	Fri 7/16/10			
37	▦	Training	30 days	Mon 6/28/10	Fri 8/6/10			

Project: RAMP Project Date: Wed 4/28/10	Task	▬▬	Milestone	◆	External Tasks	▬▬
	Split	....	Summary	▼▼	External Milestone	◇
	Progress	▬▬▬	Project Summary	▼▼	Deadline	⬇

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D. Business and IT Problems Addressed

This project will bring about time savings for PAB field staff who handle the day-to-day administration of the public assistance programs. The time savings will allow the field staff to spend more time on ensuring the accuracy of benefit determinations and increase the timeliness of benefit delivery to eligible clients. Field management staff will have more time to spend training new staff, which has increased due to the shift in staff turnover. Central Office management will have the flexibility to delegate resources due to the fact that a paperless, electronic filing system will allow a staff person to complete necessary case file actions from any site in the state. For example, if staff turnover in Gallatin County has caused a workload issue that cannot

be managed by the current county staff, Gallatin County cases can be worked in Fallon County where adequate staff is available. The state will also realize cost savings through the case review process, postage costs for mailing transferred cases, and eventually, costs associated with records destruction (shredding, burning).

E. Alternative(s)

Alternatives Considered: FileNet

Rationale for Selection of Particular Alternative: The selected solution will eventually integrate with the three CHIMES system, SNAP, TANF and Medicaid. The Department is moving away from monolithic and outdated legacy systems and toward its vision of web-based, people-friendly, and interoperable systems meeting and exceeding program needs. Enterprise architecture is the centerpiece of this shift from the present to the future. The architecture will allow the separate, standalone systems to communicate using exposed, shared services through a common architecture.

F. Narrative Detail

III. Costs

G. Estimated Cost of Project:

Estimated Cost of Project	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1. Personal Services - IT Staff							0
2. Personal Services - Non IT Staff							0
3. Contracted Services							0
4. ITSD Services							0
5. Hardware	722,587	200,000					922,587
6. Software							0
7. Telecommunications							0
8. Maintenance							0
9. Project Management							0
10. IV & V							0
11. Contingency							0
12. Training							0
13. Other							0
Total Estimated Costs	722,587	200,000	0	0	0	0	922,587

Total Funding:

IV. Funding

H. Funding

Total Funding

	Fund	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	03271	210,779	58,340	0	0	0	0	269,119
2.	03398	143,650	39,760	0	0	0	0	183,410
3.	01100	139,315	38,560	0	0	0	0	177,875
4.	03580	139,315	38,560	0	0	0	0	177,875
5.	03109	89,529	24,780	0	0	0	0	114,309
6.								0
Total Estimated Costs		722,587	200,000	0	0	0	0	922,587

Cash/Bonded:

Bill Number:

V. Cost upon Completion

1. Operating Costs upon Completion

Estimated Cost of Project	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1. Personal Services - IT Staff							0
2. Personal Services - Non IT Staff							0
3. Contracted Services							0
4. ITSD Services							0
5. Hardware	722,587	200,000					922,587
6. Software							0
7. Telecommunications							0
8. Maintenance							0
9. Project Management							0
10. IV & V							0
11. Contingency							0
12. Training							0
13. Other							0
Total Estimated Costs	722,587	200,000	0	0	0	0	922,587

2. Funding Recap

Total Funding

Fund		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	03271	210,779	58,340	0	0	0	0	269,119
2.	03398	143,650	39,760	0	0	0	0	183,410
3.	01100	139,315	38,560	0	0	0	0	177,875
4.	03580	139,315	38,560	0	0	0	0	177,875
5.	03109	89,529	24,780	0	0	0	0	114,309
6.								0
Total Estimated Costs		722,587	200,000	0	0	0	0	922,587

V. Risk Assessment

A. Current IT Infrastructure Risks

1. Current application 10+ years old?   _no_
    Date of last major upgrade?

2. Current application is based on old technology?   _no_
    If yes, what is the current hardware platform, operating system, and programming languages
    used to support the application?

3. Is the agency not capable of maintaining the current application with internal technical staff?
                                                                                                                         _N/A_

    If yes, who supports the application today?

4. Other IT infrastructure risks?   _no_
    If yes, provide further detail.

B. Current Business Risks

1. What are the risks to the state if the project is not adopted?
    Continued manual upkeep of PAB required documentation with inadequate staffing levels
    based on current and projected workloads.

2. Does the current application meet current business requirements?   _N/A_
    If "no", what specific business functions does the application lack?

C. Project Risk Assessment

1. Describe any major obstacles to successful implementation and discuss how those obstacles
will be mitigated.

Table H   Risk Assessment

Description	Severity (H/M/L)	Probability of Occurrence (%)	Estimated Cost	Mitigation Strategy
Difficulty transitioning staff to the new system	M	20%	N/A	Provide adequate training with planned follow-up training.
Functionality of the records management system meets PAB requirements	L	10%	N/A	Fully understand the system capabilities and define the requirements prior to software development.
Time frames required to meet the terms of the grant could cause technical issues	L	20%	N/A	We are implementing the project in stages. We will have a pilot area to work out any problems with the system prior to full implementation. We will also have a through test strategy.